



DEPARTMENT OF THE NAVY  
NAVAL SUPPLY SYSTEMS COMMAND  
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NAVSUPINST 5061.2AH  
SUP 51B  
22 August 2000

NAVSUP INSTRUCTION 5061.2AH

Subj: CAPTAIN EDWARD F. NEY MEMORIAL AWARDS PROGRAM

Ref: (a) MOA among the United States Navy, United States Marine Corps and the International Food Service Executives Association effective 12 Mar 97 through 1 May 02

Encl: (1) Ney Five-Star Ashore Accreditation Program  
(2) Ney Five-Star Hospital Accreditation Program  
(3) Ney Afloat Evaluation Program  
(4) Application for Ashore Five-Star Accreditation  
(5) Application for Hospital Five-Star Accreditation  
(6) Afloat Finalist Review Standard

1. Purpose. To update information on the Ney Awards process.

2. Cancellation. NAVSUPINST 5061.2AG.

3. Information

a. The Ney Memorial Awards Program was created to recognize outstanding Navy afloat and ashore General Messes (GMs) and hospital Nutrition Management Departments (NMDs).

b. The Ney Memorial Awards Program is co-sponsored by the Secretary of the Navy (SECNAV) and the International Food Service Executives Association (IFSEA). IFSEA is a nonprofit food service association dedicated to enhancing the professional image and growth of persons serving the food service industry. Reference (a) authorizes the awards program and identifies Navy and IFSEA co-sponsorship responsibilities.

c. Ashore GMs and hospital NMDs will be recognized as five-star accredited operations based on the result of a 1-day accreditation review. GMs and NMDs who do not meet the minimum required points for five-star accreditation may be awarded three- or four-star accreditation.

(1) The Ney Ashore Review Team (ART) and Hospital Review Team (HRT) will include one representative from IFSEA and one from the Naval Supply Systems Command (NAVSUP).

(2) IFSEA will present a plaque recognizing five-star accreditation to eligible ashore GMs and hospital NMDs.

(3) Ashore GMs and hospital NMDs participating in the



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Ney five-star accreditation program will have the opportunity to receive on-site food service training.

d. Afloat GMs will be recognized as first place, runner-up, or honorable mention operations representing the Commander in Chief Atlantic Fleet (CINCLANTFLT) and Commander in Chief Pacific Fleet (CINCPACFLT) in each of the five afloat-established categories.

R) (1) The Ney Afloat Finalist Evaluation Teams (NAFETs) will include one representative from IFSEA and one from NAVSUP.

(2) IFSEA will present a plaque to each first place and runner-up afloat GM.

(3) CINCLANTFLT and CINCPACFLT will present a certificate to each honorable mention afloat GM.

(4) Afloat GMs will have the opportunity to receive on-site food service training.

e. Specific program guidelines and procedures for participating ashore GMs, hospital NMDs and afloat GMs are provided in enclosures (1), (2) and (3).

#### 4. Action

a. NAVSUP administers the ashore and hospital five-star accreditation and afloat Ney finalist evaluation programs.

b. The major claimant and the Bureau of Medicine and Surgery (BUMED) can request a five-star accreditation review of their GM or NMD by IFSEA and NAVSUP using the applicable procedures identified in enclosures (1) and (2).

c. CINCLANTFLT and CINCPACFLT will identify afloat finalist GMs using the procedures identified in enclosure (3).

d. IFSEA will establish a pool of qualified food service personnel certified to participate as a member of the Ney five-star ART or HRT.

e. NAVSUP will establish a pool of qualified senior enlisted (E-9) Mess Management Specialists certified to participate as members of the Ney five-star ART or HRT.

R) f. NAVSUP will establish two evaluation teams to review afloat GMs representing CINCLANTFLT and CINCPACFLT. Team composition will include a representative from IFSEA and one E-9 Mess Management Specialist from NAVSUP. NAVSUP will establish a review team to conduct ashore GM five-star accreditation reviews

and a review team to conduct hospital NMD five-star accreditation reviews whenever a request is submitted by a major claimant or BUMED.

## 5. General Provisions

a. Review criteria for the ashore and hospital five-star accreditation programs and the afloat program are based on principles defined in NAVSUP pubs 486, 421 and NAVMED P-5010, Chapter 1.

b. Major claimants or BUMED will certify that the ashore GM or hospital NMD meets the minimum five-star standard prior to submitting a request to NAVSUP for review of their ashore GM or hospital NMD as a five-star accredited operation. (R)

c. Ashore GMS and hospital NMDs will be awarded five-star accreditation based on the review of the overall dining experience, customer satisfaction, quality of service, financial and management procedures and sanitation.

d. Ashore GMS, hospital NMDs and afloat GMS will be rated or evaluated using the applicable review standards provided in enclosures (4), (5) and (6).

e. Ashore GM and hospital NMD three- and four-star accreditation ratings will be valid for a period of 12 months. Ashore GM and hospital NMD five-star accreditation rating will be valid for a period of 18 months.

f. Afloat first place, runner-up or honorable mention standing will be based on the overall dining experience, customer satisfaction and quality of service with consideration for safety and sanitation. Continuous monitoring by the applicable Fleet Type Commander (TYCOM) will assess GM financial and administrative capabilities. The review team will not review financial or administrative aspects of the GM. NAVSUP will identify to TYCOMs the commands that have (A)

(1) Submitted late financial reports (without prior notification to NAVSUP) more than twice in a 12 month period;

(2) Outstanding audit errors that are identified in the headquarters Navy Food Service Financial Management Information System program over 90 days old;

(3) Outstanding certification of rations letters over 30 days old;

(4) Unjustified use of the "other sales of meals" line on the NAVSUP Form 1359 without prior approval from NAVSUP;

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(5) Undeposited sales not received within 90 days of the close of the fiscal year.

TYCOMS may use this information to determine command eligibility.

g. Afloat finalist GM competition standing will be valid for a period of 1 fiscal year.

h. Address questions about the Ney Awards Program to Commander, Naval Supply Systems Command, Deputy Commander, Support Services, Food Service Division (SUP 51), 5450 Carlisle Pike, P.O. Box 2050, Mechanicsburg, PA 17055-0791.



K. W. LIPPERT  
Commander

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**Ney Five-Star Ashore Accreditation Program**

1. Eligibility. Any ashore General Mess (GM) including contract operations. Ashore GMs operating as part of a regionalized operation may be considered as a stand-alone operation for five-star accreditation.

2. Exclusions

a. Private messes are ineligible.

b. Navy Food Management Team (NFMT) members are not available to participate in major claimant or regional commander three-star accreditation reviews.

c. NFMT assistance visits are not available during the five-star accreditation review period.

3. Participation. Ashore GMs must participate in a self-assessment and follow-on certification review conducted by the major claimant or regional commander. The next steps taken will depend on the results of the certification review. This chart summarizes the various steps in the accreditation process.

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<u>Event</u>	<u>Assessment or Review Results</u>	<u>Next Step</u>
GM Self-assessment	550 points or below	Continue to work towards 5-Star.
GM Self-assessment	551 points or above	Request major claimant review.
Major Claimant Review	550 points or below	Award 3- or 4-Star rating at major claimant level. GM continue to work towards 5-Star.
Major Claimant Review	551 points or above	Request NAVSUP conduct 5-Star Accreditation.

4. Three-Star Accreditation. Ashore GMs must participate in a screening process that begins with a self-assessment and a follow-on certification review conducted by the major claimant or regional commander. Three-star accreditation is based on the review standards contained in enclosure (4). The GM may be awarded a three-star accreditation as a result of the major claimant, regional commander review or NAVSUP and IFSEA review.

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Three-star accreditation awarded as a result of the NAVSUP review will be valid for a period of 12 months.

5. Four-Star Accreditation. GMs may be awarded four-star accreditation as result of the NAVSUP and IFSEA review. Four-star accreditation awarded as a result of the review will be valid for a period of 12 months. NAVSUP and IFSEA will present a certificate to the GM recognizing this accomplishment.

R) 6. Five-Star Accreditation Application. The major claimant or regional commander must request a five-star accreditation review from NAVSUP and IFSEA by submitting enclosure (4). Enclosure (4) confirms five-star accreditation by the major claimant or regional commander. NAVSUP will confirm receipt of enclosure (4), in writing, to the major claimant, regional commander and ashore GM. The submission should include "Celebrate People" nominations.

7. Five-Star Accreditation Review Process. The ashore GM can expect an unscheduled visit by the ART within 60 days from the date the accreditation review application is received at NAVSUP.

a. On the day of the accreditation review, the ART will arrive at 0700 and will depart prior to the securing of the evening meal.

b. The ART will ask for the Food Service Officer or Leading Mess Management Specialist and introduce themselves upon arrival.

c. The ART will use enclosure (4) to conduct the five-star accreditation review.

d. The ART will select, at random, up to 25 GM patrons to complete a patron survey. The patron survey is contained in enclosure (4). The ART will select a wide spectrum of diners by rank and pay grade.

e. The ART will conduct a general sanitation review.

f. ART members award equal review assessment point values.

g. At the end of the accreditation review the IFSEA ART member will present IFSEA certificates to food service personnel nominated to receive recognition in the IFSEA "Celebrate People" Program. The IFSEA program recognizes persons in the food service industry who go beyond the call of duty and exhibit professionalism, teamwork and courtesy that makes them stand out as a benchmark of excellence. The IFSEA ART member may recognize three mess management specialists and three food service attendants.



- h. The ART will not divulge the results of their review.
- i. NAVSUP will confirm designation of three-, four- or five-star accreditation within 5 working days upon completion of the ART review. The effective period of the five-star accreditation rating is 18 months. The 18 month period begins on the date the ashore GM is notified.

8. GMs Attaining Five-Star Accreditation. Ashore GMs achieving five-star accreditation can be recognized by an event sponsored by the major claimant or regional commander. (R)

- a. NAVSUP will recognize five-star accredited GMs in their quarterly NAVSUP P-476.

- b. Five-star accredited GMs will be acknowledged in the annual Ney Memorial Awards Program All Navy Message (ALNAV) released by SECNAV.

9. Recognition Ceremony. A military awards recognition ceremony will be held during the IFSEA annual conference and seminar. Five-star accredited GMs will be recognized during the recognition ceremony. NAVSUP will fund temporary duty travel expense for one command representative to participate in the recognition ceremony if funds are available in the Ney Bureau Control Operational Navy account. The major claimant will be notified by NAVSUP to confirm funds are available. Major claimants will be encouraged to support travel expenses for the five-star accredited GM representative if NAVSUP is unable to support this requirement. In addition to attending the recognition ceremony, the command representative will be expected to attend food service industry seminars held as part of the IFSEA annual conference.

10. Program Benefits. Five-star accredited GMs will receive:

- a. A plaque from IFSEA proclaiming five-star accreditation that can be displayed at the GM facility.

- b. A certificate signed by the Chairman of the Board, IFSEA and NAVSUP for members of the food service division assigned to GM duties during ART review period.

- c. NAVSUP will coordinate and pay for a 3-to-5 day food service training program. Training must be held at the GM. The GM may indicate a training curriculum preference and identify a training source to conduct the on-site training. (R)

- d. Complimentary IFSEA membership for a 1-year period for two qualified food service personnel. The IFSEA membership is valid at any local area IFSEA branch. In cases where a local

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IFSEA branch is not available, the complimentary membership is valid through the IFSEA virtual military World Wide Web.

e. No-fee applications for certification as a "Certified Food Executive" and "Certified Food Manager" for two qualified senior food service personnel. Waiver of the certification application fee does not imply nor guarantee the applicant will attain certification. Applicants must meet certification requirements.

f. Fifty percent discount on the IFSEA certification application fees for qualified food service personnel assigned to GM duties during the ART review. The discount is valid throughout the 18 month five-star accreditation period.

g. One complimentary registration fee to attend the IFSEA annual conference and seminar for one member of the five-star accredited GM.

Five-star accredited GMs will receive:

#### 11. Program Timetable

a. Ongoing on an Annual Basis. Major claimant requests NAVSUP and IFSEA five-star accreditation review by submitting enclosure (4).

b. IFSEA "Celebrate People" Nominations. Include, as an attachment to enclosure (4), a list of food service personnel selected by the command to receive recognition in the IFSEA "Celebrate People" Program. Three Mess Management Specialists and three Food Service Attendants can be nominated. The list must include for each nominee the first, middle initial, last name, rate and rank. If applicable, include warfare specialty designation.

c. Custom to each GM. A 1-day accreditation review will take place within 60 days from the date NAVSUP receives enclosure (4). The day and date of the ART will not be announced.

d. Notification of Accreditation Status. NAVSUP notifies the major claimant and GM of three-, four- or five-star accreditation standing. Notification is made within 5 working days after the on-site review has been conducted.

R) e. Announcement of Accreditation Status. NAVSUP will recognize all five-star GMs in the quarterly NAVSUP P-476.

R) f. January 2001 Release of the SECNAV ALNAV Message. The annual ALNAV announces the results of the Ney afloat competition

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and will include any GM that has attained five-star accreditation.

g. 2 through 5 March 2001. Annual IFSEA Conference and Seminar, Anaheim, California, held at the Anaheim Marriott. (R

h. 3 March 2001. Joint Military Food Service Awards Ceremony to present plaques to afloat first place and runner-up GMs, and recognize five-star ashore GMs and hospital Nutrition Management Divisions. (R

**Ney Five-Star Hospital Accreditation Program**

1. Eligibility. Any hospital Nutrition Management Department (NMD). NMD's operating as part of a regionalized operation may be considered as a stand-alone operation for five-star accreditation.

2. Exclusions

- a. Private messes are ineligible.
- b. NFMT members are not available to participate in the BUMED three-star accreditation reviews.
- c. NFMT assistance visits are not available during the five-star accreditation review period.

3. Participation. Hospital NMDs must participate in a self-assessment and follow-on certification review conducted by BUMED. The next steps taken will depend on the results of the certification review. This chart summarizes the various steps in the accreditation process.

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<u>Event</u>	<u>Assessment or Review Results</u>	<u>Next Step</u>
NMD Self-assessment	603 points or below	Continue to work towards 5-Star.
NMD Self-assessment	604 points or above	Request BUMED review.
BUMED Review	603 points or below	Award 3- or 4-Star rating at BUMED level. NMD continue to work towards 5-Star.
BUMED Review	604 points or above	Request NAVSUP conduct 5-Star Accreditation.

4. Three-Star Accreditation. Hospital NMDs must participate in a screening process that begins with a self-assessment and a follow-on certification review conducted by BUMED. Three-star accreditation is based on the review standards contained in enclosure (5). The NMD may be awarded a three-star accreditation as a result of the BUMED or NAVSUP and IFSEA HRT review. Three-star accreditation awarded as a result of the HRT review will be valid for a period of 12 months.

5. Four-Star Accreditation. Hospital NMDs may be awarded four-star accreditation as result of the NAVSUP and IFSEA (HRT) review. Four-star accreditation awarded by the HRT review will be valid for a period of 12 months. NAVSUP and IFSEA will present a certificate to the hospital NMD recognizing this accomplishment.

R) 6. Five-Star Accreditation Application. BUMED must request a five-star accreditation review from NAVSUP and IFSEA by submitting enclosure (5). Enclosure (5) confirms five-star accreditation by BUMED. NAVSUP will confirm receipt of enclosure (5), in writing, to BUMED and the hospital NMD.

7. Five-Star Accreditation Review Process. The hospital NMD can expect an unscheduled visit by the HRT within 60 days from the date the accreditation review application is received at NAVSUP.

a. On the day of the accreditation review, the HRT will arrive at 0700 and will depart prior to the securing of the evening meal.

b. The HRT will ask for the Food Service Officer or Leading Mess Management Specialist and introduce themselves upon arrival.

c. The HRT will use enclosure (5) to conduct the five-star accreditation review.

d. The HRT will select at random up to 25 NMD patrons to complete a patron survey. The patron survey is contained in enclosure (5). The HRT will select a wide spectrum of diners by rank and pay grade.

e. The HRT will conduct a general sanitation review.

f. HRT members award equal review assessment point values.

g. At the end of the accreditation review the IFSEA HRT member will present IFSEA certificates to food service personnel nominated to receive recognition in the IFSEA "Celebrate People" Program. The IFSEA program recognizes persons in the food service industry who go beyond the call of duty and exhibit professionalism, teamwork and courtesy that makes them stand out as a benchmark of excellence. The IFSEA HRT member may recognize three mess management specialists and three food service attendants.

h. The HRT will not divulge the results of their review.

i. NAVSUP will confirm designation of three-, four- or five-star accreditation within 5 working days upon completion of the HRT review. The effective period of the five-star accreditation rating is 18 months. The 18 month period begins on the date the hospital NMD is notified.

8. Hospital NMDs Attaining Five-Star Accreditation. Hospital NMDs achieving five-star accreditation can be recognized by an event sponsored by BUMED. (R)

a. NAVSUP will recognize five-star accredited NMDs in the quarterly NAVSUP P-476.

b. Five-star accredited NMDs will be acknowledged in the annual Ney Memorial Awards Program All Navy Message (ALNAV) released by SECNAV.

9. Recognition Ceremony. A military awards recognition ceremony will be held during the IFSEA annual conference and seminar. Five-star accredited hospital NMDs will be recognized during the recognition ceremony. NAVSUP will fund temporary duty travel expense for one command representative to participate in the recognition ceremony if funds are available in the Ney Bureau Control Operational Navy account. BUMED will be notified by NAVSUP to confirm if funds are available. BUMED will be encouraged to support travel expenses for the five-star accredited NMD representative if NAVSUP is unable to support this requirement. In addition to attending the recognition ceremony, the command representative will be expected to attend food service industry seminars held as part of the IFSEA annual conference.

10. Program Benefits. Five-star accredited NMDs will receive:

a. A plaque from IFSEA proclaiming five-star accreditation that can be displayed at the NMD facility.

b. A certificate signed by the Chairman of the Board, IFSEA and NAVSUP for members of the food service division assigned to NMD duties during HRT review period.

c. NAVSUP will coordinate and pay for a 3-to-5 day food service training program. Training must be held at the GM. The GM may indicate a training curriculum preference and identify a training source to conduct the on-site training. (R)

d. Complimentary IFSEA membership for a 1-year period for two qualified food service personnel. The IFSEA membership is valid at any local area IFSEA branch. In cases where a local IFSEA branch is not available, the complimentary membership is valid through the IFSEA virtual military World Wide Web.

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e. No-fee applications for certification as a "Certified Food Executive" and "Certified Food Manager" for two qualified senior food service personnel. Waiver of the certification application fee does not imply nor guarantee that the applicant will attain certification. Applicants must meet certification requirements.

f. Fifty-percent discount on the IFSEA certification application fees for qualified food service personnel assigned to NMD duties during the HRT review. The discount is valid throughout the 18 month five-star accreditation period.

g. One complimentary registration fee to attend the IFSEA annual conference and seminar for one member of the five-star accredited NMD.

#### 11. Program Timetable

a. Ongoing on an Annual Basis. BUMED requests NAVSUP and IFSEA five-star accreditation review by submitting enclosure (5).

b. IFSEA "Celebrate People" Nominations. Include, as an attachment to enclosure (5), a list of food service personnel selected by the command to receive recognition in the IFSEA "Celebrate People" Program. Three Mess Management Specialists and three Food Service Attendants can be nominated. The list must include for each nominee the first, middle initial, last name, rate and rank. If applicable, include warfare specialty designation.

c. Custom to each Hospital NMD. A 1-day accreditation review will take place within 60 days from the date that NAVSUP receives enclosure (5). The day and date of the ART will not be announced.

d. Notification of Accreditation Status. NAVSUP notifies BUMED and the NMD of three-, four- or five-star accreditation standing. Notification is made within 5 working days after the onsite review has been conducted.

R) e. Announcement of Accreditation Status. NAVSUP will recognize all five-star GMS in quarterly NAVSUP P-476.

R) f. January 2001 Release of the SECNAV ALNAV Message. The annual ALNAV announces the results of the Ney afloat competition and will include any hospital NMD and ashore general mess that has attained five-star accreditation.

R) g. 2 through 5 March 2001. Annual IFSEA Conference and Seminar, Anaheim, California, held at the Anaheim Marriott.

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h. 3 March 2001. Joint Military Food Service Awards (R  
Ceremony to present plaques to afloat first place and runner-up  
GMS and recognize hospital NMDs.



**Ney Afloat Evaluation Program**

1. Eligibility Categories. Ship class eligibility categories include:

a. Submarine Category. Strategic Missile Submarines (SSBN), Attack Submarines (SSN).

b. Small Afloat Category. Oilers (AO), Salvage Ships (ARS), Guided Missile Frigates (FFG), Mine Countermeasure Ships (MCM), Minehunters Coastal (MHC), Medium Auxiliary Floating Dry Docks (AFDM), Medium Repair Dry Docks (ARDM) and Mobile Diving and Salvage Units (MDSU).

c. Medium Afloat Category. Guided Missile Cruisers (CG), Destroyers (DD), Guided Missile Destroyers (DDG), Dock Landing Ships (LSD) and Tank Landing Ships (LST).

d. Large Afloat Category. Ammunition Ships (AE), Miscellaneous Command Ships (AGF), Fast Combat Support Ships (AOE), Replenishment Oilers (AOR), Submarine Tenders (AS), Nuclear Powered Guided Missile Cruisers (CGN), Amphibious Command Ships (LCC), Amphibious Assault Ships (LHA), Amphibious Assault Ships (LHD), Amphibious Transport Docks (LPD), and Amphibious Assault Ships (helicopter)(LPH).

e. Aircraft Carrier Category. Conventional Powered Aircraft Carriers (CV) and Nuclear-Powered Aircraft Carriers (CVN).

2. Exclusions

a. Private messes are ineligible.

b. NFMT assistance visits are not available during the finalist review period. NFMT assistance visits already in progress will be completed.

3. Competition Recognition. One afloat first place and one runner-up GM will be selected to represent the CINCLANTFLT and CINCPACFLT in each of the competition categories. One honorable mention afloat GM will be identified to represent CINCLANTFLT and CINCPACFLT in each competition category except the Aircraft Carrier category.

4. Nomination Process. CINCLANTFLT and CINCPACFLT will identify afloat finalist GMs to NAVSUP. CINCLANTFLT and CINCPACFLT will select afloat finalists by remote analysis and continuous review of Supply Management Inspection, Readiness Support Group, Afloat Training Group scores and Type Commander input.

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- A) a. NAVSUP will identify to Type Commanders the following information regarding the ships in their area of responsibility. Type Commanders may use this information to determine command eligibility.

(1) Submitted late financial reports (without prior notification to NAVSUP) more than twice in a 12 month period.

(2) Outstanding audit errors that are identified in the headquarters Navy Food Service Financial Information System program over 90 days old.

(3) Outstanding certification of rations letters over 30 days old.

(4) Unjustified use of the "other sales of meals" line on the NAVSUP Form 1359 without prior approval from NAVSUP 51.

(5) Undeposited sales not received within 90 days of the close of the fiscal year.

5. Fleet Afloat Quotas

	<u>CINCLANTFLT</u>	<u>CINCPACFLT</u>
Submarine	3	3
Small	3	3
Medium	3	3
Large	3	3
Aircraft Carrier	2	2

- R) 6. Finalist Review Teams. NAVSUP will convene two Ney Afloat Finalist Evaluation Teams (NAFETs). The NAFETs are chartered to only evaluate finalists within their respective area of Fleet responsibility. The NAFETs will include one representative from IFSEA and one from NAVSUP.

- R) 7. Review Time Frame. The half-day on-site review will be scheduled by NAVSUP during one of the ship's identified available time frames. The exact date of the review will not be identified or announced. Finalist GMs must submit detailed operational schedules that identify 3 week long availability periods. Example, USS NEVER SAIL submits an availability schedule identifying in port periods as 18-22 October, 1-5 November and 29 November-3 December. NAVSUP will schedule the on-site review date for a half-day during one of the identified periods.

Review Process. The NAFET visit will begin at 0730 and end by 1300. The NAFET will consume and critique the scheduled cycle menu lunch served on the day of the visit. The NAFET visit will focus on the overall dining experience, customer satisfaction and

quality of service. The NAFET will use the afloat evaluation standard contained in enclosure (6).

9. Competition Standing

a. First Place. The CINCLANTFLT and CINCPACFLT afloat GM scoring the highest possible points during a one-half day evaluation.

b. Runner-Up. The CINCLANTFLT and CINCPACFLT afloat GM scoring the second highest possible points during a one half-day evaluation.

c. Honorable Mention. The CINCLANTFLT and CINCPACFLT afloat GM scoring the third highest possible points.

10. Recognition Ceremony. A military awards recognition ceremony will be held during the IFSEA annual conference and seminar. Food service winners from the Navy, Marine Corps, Army and Coast Guard will be recognized during a joint ceremony.

a. NAVSUP will fund temporary duty travel expense for CINCLANTFLT and CINCPACFLT first place and runner-up representatives to attend the IFSEA annual conference and seminar.

b. Command representatives will also be expected to attend food service industry seminars at the IFSEA annual conference.

c. CINCLANTFLT and CINCPACFLT afloat GM command representative quotas are:

(1) First Place. Two representatives.

(2) Runner-Up. One representative.

11. Program Benefits. Afloat GMs will receive awards corresponding to their competition standing.

a. IFSEA "Celebrate People" Program. IFSEA will recognize persons in the food service industry who go beyond the call of duty and exhibit professionalism, teamwork and courtesy. Finalist GMs may select up to three Mess Management Specialists and three Food Service Attendants that stand out as a benchmark of excellence.

b. IFSEA will present a plaque to each CINCLANTFLT and CINCPACFLT first place GM.

c. IFSEA will present a plaque to each CINCLANTFLT and CINCPACFLT runner-up GM.

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d. CINCLANTFLT or CINCPACFLT will present a certificate of recognition to each honorable mention GM.

e. A certificate of merit will be presented to every member of the finalist food service division by IFSEA.

f. Training will be provided to every afloat finalist GM.

(1) First Place and Runner-Up GMs. A chef instructor will conduct afloat training for 5 workdays.

(2) Honorable Mention. One Mess Management Specialist (E3-E6) may attend one 60-hour continuing education class. NAVSUP will fund temporary additional travel to the campus.

## 12. Program Timetable

- R) a. 1 September 2000. CINCLANTFLT and CINCPACFLT identify finalists to NAVSUP.
- R) b. 11 September 2000. Finalist afloat GMs submit operational schedules, via naval message, to NAVSUP.
- R) c. 25 September 2000. Finalist afloat GMs submit the following materials:
- R) (1) IFSEA "Celebrate People" nominations to NAVSUP. For each nominee include a first, middle initial and last name, rate and rank. If applicable, include warfare specialty designation. Finalist GMs may select up to three Mess Management Specialists and three Food Service Attendants that stand out as a benchmark of excellence.
- A) (2) One picture of the ship and one picture of the food service team. Pictures may be submitted electronically by using JPEG or TIF extensions at 300 DPI resolution. Print pictures may be submitted; however, Polaroid or 3X5 prints are not desired.
- A) (3) Identify key personnel to include the Commanding Officer, Executive Officer, Supply Officer, Food Service Officer and Leading Mess Management Specialist. Complete name and rank and applicable warfare specialty designation is desired.
- A) (4) E-mail address and telephone number for the Supply Officer, Food Service Officer and Leading Mess Management Specialist.
- A) Forward all the above data to NAVSUP via e-mail to douglas\_l\_eakin@navsup.navy.mil to Commander, Naval Supply Systems Command, SUP 51B, 5450 Carlisle Pike, PO Box 2050, Mechanicsburg, PA 17055-0791.

- d. 20 October through 15 December 2000. NAFET on-site review period. (R)
- e. January 2001. SECNAV announces results of the finalist review. (R)
- f. 2 through 5 March 2001. Annual IFSEA Conference and Seminar, Anaheim, California, held at the Anaheim Marriott. (R)
- g. 3 March 2001. Joint Military Food Service Awards Ceremony to present plaques to afloat first place and runner-up GMs and recognize five-star accredited ashore GMs and hospital Nutrition Management Departments. (R)



**APPLICATION FOR ASHORE FIVE-STAR ACCREDITATION**

**General Mess:** \_\_\_\_\_

Supply Officer: \_\_\_\_\_

Phone Number: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Food Service Officer: \_\_\_\_\_

Phone Number: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Fax: \_\_\_\_\_

**Sponsoring Major Claimant:** \_\_\_\_\_

Point of Contact: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax: \_\_\_\_\_

3-Star Assessment Conducted By: \_\_\_\_\_ on \_\_\_\_\_

Request for 5-Star Assessment Submitted to NAVSUP on: \_\_\_\_\_

**RATING SCALE**

401-500	3-STAR RATING	☆☆☆
501-550	4-STAR RATING	☆☆☆☆
551-580	5-STAR RATING	☆☆☆☆☆

**TOTAL POINTS ASSIGNED TO THIS GENERAL MESS:**

**FOR NAVSUP USE ONLY:**

Date Application Received: \_\_\_\_\_

NAVSUPINST 5061.2AH  
22 August 2000

**AREA I: ADMINISTRATION RECORDS AND RETURNS  
REVIEW**

**MAX  
POINTS**      **ASSIGNED  
POINTS**

R)	<b>NAVSUP 335</b> 1. Surveys (DD 200) were properly posted to all NS 335's on the day the survey was approved. (NAVSUP P-486 Vol. 1, 6001.9)	2	
	2. General Mess issues were properly posted to NS 335's daily. (NAVSUP P-486 Vol. 1, 6102)	2	
	<b>NAVSUP 338</b> 3. NS 338 was properly prepared and posted on a daily basis. (NAVSUP P-486 Vol. 1, 6102, 6103.1)	2	
	<b>NAVSUP 470</b> 4. All transfers of funds among cashier(s), cash collection agent(s) and disbursing officer(s) were accounted for on an NS 470 showing collection date, amount collected, both in figures and words, and signed by the individual authorized to deliver cash and the person authorized to receive cash. (NAVSUP P-486 Vol.1, 2202)	2	
	5. All cash collected from sales was deposited with the disbursing officer: a. on or before the last day of the month, b. on relief of the Food Service Officer, c. on relief of the commanding officer (ships without a Supply Corps officer), d. daily or at least twice weekly.	2	
	<b>NAVSUP 1282</b> 6. Appropriate signatures were annotated on all NS 1282's. (NAVSUP P-486 Vol.1, 6101.1)	2	
	7. Post-daily issue documents are kept in the accountability file for the current, plus 12 previous months. (NAVSUP P-486 Vol. 1, Appendix A)	2	
	8. All items on the issue documents were required to prepare the meals. (NAVSUP P-486 Vol. 1, 6101.5)	2	
	9. Unprepared food items left over at the end of the day (intended for use that day) are returned to the storeroom on the same day. (NAVSUP P-486 Vol. 1, 6101.3)	2	
	10. Quantities that were issued were not in excess of requirements. (NAVSUP P-486 Vol. 1, 6101.5)	2	

**AREA I: ADMINISTRATION RECORDS AND RETURNS  
REVIEW (CONT'D)**

	MAX POINTS	ASSIGNED POINTS
<b>PROCUREMENT/RECEIPT/STORAGE</b>		
11. Receipt inspector circled quantity actually received and signed all receipt documents. (NAVSUP P-486, Vol. 1, 5204.3)	5	
12. Receipt documents and delivery documents have been stamped and signed for by the storeroom custodian accepting responsibility for the custody of the subsistence items received. (NAVSUP P-486, Vol. 1 5206)	5	
13. Conduct a 25 item inventory validity spot-check. (The Inventory Worksheet can be found after the Patron Survey.)	30	
<b>FOOD SERVICE MANAGEMENT (FSM) AUTOMATED SYSTEM</b>		
14. The most current system back-up is maintained in the Food Service Officer's Accountability File. (NAVSUP P-486 Vol. 1, 5206)	5	
15. FSM users other than the Food Service Officer do not have access to the security module and hardware configuration function. (NAVSUP P-486, Vol. 1, Appendix A, Section I)	5	
16. Daily back-up disks are properly performed including Friday daybacks held for the 13 weeks. (NAVSUP P-486 Vol. 1, Appendix A, Section II)	5	(R
17. FSM monthly back-up disks were created and maintained for the previous 12 months. (NAVSUP P-486 Vol.1, Appendix A, Section II)	5	(R
<b>TOTAL AREA I</b>	<b>80</b>	

**AREA II: MENU PLANNING, PREPARATION, ACCEPT-  
ABILITY AND CONSERVATION**

1. Copy of the General Mess Menu or a menu board was posted at the beginning of each serving line and reflected actual items being served (includes approved local recipe items). (NAVSUP P-486, VOL 1, 3201.1a, 3002)	10	
2. A Menu Planning/Menu Review Board was established and effectively used as a management tool to reflect the crew's preference (includes approved local recipe items). (NAVSUP P-421, 5104.5)	10	
3. A Menu Review has been conducted by a dietitian from NAVSUP, BUMED or an individual command within 12 months and a score of 90 or better was obtained.	5	(A



<b>AREA II: MENU PLANNING, PREPARATION, ACCEPT- ABILITY AND CONSERVATION (CONT'D)</b>		<b>MAX POINTS</b>	<b>ASSIGNED POINTS</b>
R)	4. Complete set of Armed Forces Recipe Cards (includes approved local recipes) with changes is current and on hand. (NAVSUP P-486, Vol. 1, 3002)	5	
	5. Standard and locally approved recipes were properly converted and effectively used in food preparation. Local recipes are properly developed and approved by the Food Service Officer. (NAVSUP P-486, Vol. 1, 3100)	10	
	6. Standard volume measuring devices and scales are on hand. They are used accurately and effectively in food preparation. (NAVSUP P-421, 5117.1)	10	
	7. Appropriate food preparation thermometers are on hand. They are used accurately and effectively in food preparation. (NAVSUP P-421, 5118)	10	
	8. Substitute food items served to "finish" the line equaled or exceeded the item being replaced. (NAVSUP P-486, Vol. 1, 1106.2k)	10	
	9. Number of personnel to be fed is accurately estimated. (NAVSUP P-486, Vol. 1, 3101.1)	10	
	10. During meal service, serving lines and salad bars are promptly cleaned. (NAVSUP P-421, 7003.5)	10	
	11. All food placed on the serving line is kept covered until served to prevent drying and shriveling. (NAVSUP P-421, 7001.1)	10	
	12. Food items are attractively and properly displayed on the serving line. (NAVSUP P-421, 7003)	10	
	13. Proper serving temperatures are maintained for hot and cold foods. (NAVMED P-5010, 1-39)	10	
	14. Equipment and utensils are properly air dried, handled and stored after being used.	10	
R)	15. NAVSUP 1090's are retained for a minimum of 12 months afloat and ashore. (NAVSUP P-486, Vol. 1, Appendix A, Section 11.1c)	10	
	16. Food Preparation Worksheet (NAVSUP 1090) is being effectively used as a management tool and is properly filled out.	10	
	17. A designated meal sampler as assigned by the commanding officer samples each meal served in the general mess. (NAVSUP P-486, Vol. 1, 1100.1)	10	
<b>TOTAL AREA II</b>		<b>160</b>	

AREA III: FOOD (CONT'D)	MAX POINTS	ASSIGNED POINTS
1. Each meal offers a healthy Navy entrée, vegetable, starch and dessert. Healthy menu options are available to meet nutritional standards and CNO goals. (Assign two points for each sub-item, maximum total score is 20 points)	20	
a. A healthy Navy entrée will be offered as an alternate when deep-fried entrée or entrée containing >15g fat is offered.		
b. A hot vegetable prepared without added fat is offered at lunch and dinner.		
c. Fat free/low fat dressings are offered.		
d. Low fat/low calorie dessert options are available.		
e. At breakfast, reduced cholesterol eggs are available and are prepared without additional fat.		
f. A starch without added fat is offered at lunch and dinner.		
g. Salad bar includes a tossed green salad.		
h. Whole grain breads are offered at every meal.		
i. Fruit is offered at every meal.		
j. At breakfast, assorted lower fat breads and muffins are offered as an alternative to pastries.		
2. Fish and poultry are integrated throughout the menu cycle. (NAVSUP P-486, Vol. 1, Chapter 3)	10	
3. Menu avoids reliance on snack foods as a starch (e.g., potato chips). (NAVSUP P-486, Chapter 3)	10	
4. When serving a high sodium item, a lower sodium item is offered. (NAVSUP P-486, Vol. 1, Chapter 3)	10	
5. Menu items are not overscheduled. (NAVSUP P-421, 5104.5, NAVSUP P-486 Vol. 1, Chapter 3)	10	
6. Effective use is made of the variety in the AFRS. (NAVSUP P-486, Vol. 1, Chapter 3, NAVSUP P-421, 5102.2)	10	
7. The following characteristics are considered: color, texture, flavor and shape. (NAVSUP P-486, Vol.1, Chapter 3)	10	
8. Brand names are not used. (NAVSUP P-486, Vol. 1, Chapter 3)	5	
<b>TOTAL AREA III</b>	<b>85</b>	

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	MAX POINTS	ASSIGNED POINTS
<b>AREA IV: CUSTOMER FEEDBACK</b>		
1. Menu Sampling Evaluation Team will sample the meal and pass out 25 patron survey forms to a cross section of personnel. USE THE PATRON SURVEY ATTACHED TO THIS SCORE SHEET.	25	
<b>TOTAL AREA IV</b>	<b>25</b>	
<b>AREA V: MANAGEMENT REVIEW FACILITY/GENERAL</b>		
1. All Mess Management Specialists have read Navy Food Service Publication P-476. (NAVSUP P-486, Vol.1, 3003.2)	10	
2. Professionalism of personnel indicates pride in their work. (NAVSUP P-486, Vol. 1, 3200, 3201)	10	
3. Required Food Service Publications are current and up-to-date.	10	
4. Command/Food Service Division program is in effect to recognize outstanding personnel. (NAVSUP P-486, Vol. 1, 1104.4f)	10	
<b>TOTAL AREA V</b>	<b>40</b>	
<b>AREA VI: ADMINISTRATION REVIEW TRAINING</b>		
1. Mess Management Specialist Training curriculum (Lesson Plans) is effectively used. (NAVSUP P-421, 8005.1)	5	
2. All food service personnel have received a minimum of 4 hours initial and 4 hours refresher food sanitation training. Food Service Training Certificates are current for all personnel. (NAVMED P-5010, Chapter 1, 2-1.2.2.B)	10	
3. Individual training records are maintained for all personnel in the food service division and consist of Record of Physical Exam and Food Handlers Training Certificate (NAVSUP P-421, 8005.5)	10	
<b>TOTAL AREA VI</b>	<b>25</b>	

R)

**AREA VII: SANITATION**

**NAVSUP P-421, 8005.5 NAVMED P-5010, CHAPTER 1**

	MAX POINTS	ASSIGNED POINTS	
1. All refrigerated storage spaces are maintained at the following temperatures and have a relative humidity from 85 to 90 percent. a. Freezers 0 degrees F or below. b. Refrigeration 32-41 degrees F. (NAVMED P-5010, CH-1, 3-4.2)	10		(R)
2. Potentially hazardous foods are protected from contamination and meet time and temperature requirements as follows: a. Food items are labeled with time and date prepared and discard date. b. Elapsed time in which food was held between 41-140 degrees F does not exceed 4 hours. c. Leftover foods are not being retained longer than 24 hours when properly chilled at 41 degrees F or below or 5 hours when maintained hot. (NAVMED P-5010 CH-1, 3-5)	5 5 5		(R)
3. Refrigerated storage spaces are properly constructed, installed and cleaned. Frost or glaze ice was not allowed to accumulate more than ¼ inch thickness on the interior surfaces or on the refrigeration coils. (NAVMED P-5010, CH 1, 3-4.2(4))	5		
4. Temperatures of all bulk cold storage spaces are logged at least twice daily. (NAVMED P-5010, CH 1, 3-4.2(6))	5		
5. Thermometers or air measuring devices are readily observable and easily readable.	5		
6. All serving lines and food/salad bars and soup pot (set up for self-service) are equipped with a functional sneeze-shield. (NAVMED P-5010 3-5.10)	5		
7. Automatic dishwashing machines meet NSF standards or equivalent and are properly cleaned, maintained and operated at proper temperatures with approved dishwashing and sanitizing agents. a. Wash - 150 degrees F. b. Rinse 160-180 degrees F. c. Final rinse 180-194 degrees F. (NAVMED P-5010 CH-1, 4-2.14,4-2.16)	10		(R)

<b>AREA VII: SANITATION (CONT'D)</b>		<b>MAX</b>	<b>ASSIGNED</b>
<b>NAVSUP P-421, 8005.5 NAVMED P-5010, CHAPTER 1</b>		<b>POINTS</b>	<b>POINTS</b>
R)	8. Manual dishwashing is accomplished per correct procedures and in properly designated three compartment sinks. a. Wash - Not less than 110 degrees F. b. Rinse - 120-140 degrees F. c. Final rinse - 171 degrees for over 30 seconds or 1 minute in approved sanitizing solution. (NAVMED P-5010, CH-1, 4-2.7, 4-2.13, 4-2.15)	10	
	9. Food service personnel are physically clean, wearing clean garments, practicing good personal hygiene and proper food handling procedures.	5	
	10. Signs instructing personnel to wash their hands with soap and potable water before assuming duty and always after visiting toilet facilities are posted conspicuously in food service and toilet facilities.	5	
	11. Food service facility is adequately protected under the supervision of trained and certified pest control personnel.	5	
	12. The entire facility and surrounding premises used in connection with food service operations are kept neat, clean and free of litter, refuse and garbage.	5	
	13. Ventilation hoods and grease filters are cleaned of dirt and grease as often as necessary (no less than weekly) to avoid danger of fire. Filters that can't be adequately cleaned are replaced.	10	
<b>TOTAL AREA VII</b>		<b>95</b>	
<b>AREA VIII: SAFETY</b>			
	1. Preventive maintenance on fire safety equipment (CO2/PKP bottles) is in periodicity. (OPNAVINST 4790.4 series/NSTM 555)	10	
	2. Personnel are aware of and educated in the proper emergency procedures and use of emergency devices. (NAVSUP P-421, Chapter 3)	10	
	3. Heat Stress Program is in effect with the appropriate instructions, logs, forms and reports being maintained and adhered to. (OPNAVINST 5100.19C, section B-2)	10	

<b>AREA VIII: SAFETY (CONT'D)</b>	<b>MAX POINTS</b>	<b>ASSIGNED POINTS</b>
4. Emergency lighting (provided by relay operated lanterns) for exits and above the inside door of the general mess spaces, refrigerated and dry provisions storerooms are installed and are in good order. (Gen Specs 638E, para 50/NFPA Regs)	10	
5. Chill and freeze storerooms are configured with the capability for emergency escape and emergency escape procedures are posted inside. (Gen Specs 638E, para 50/NFPA Regs)	10	
6. A fixed fire extinguishing system is provided over deep fat fryers. A remote activating station for installed fire fighting system is clearly labeled and is located at the exit to the door away from the equipment. (Gen Specs 555F, para 60/NSTM 555/NFPA Regs/S9555-AR-MMO-010)	10	
7. Hydrostatic testing of steam-jacketed kettles and high compression steam cookers are completed in accordance with maintenance schedule. (NAVSEA Tech. Man. 340.62; OPNAVINST 11010.16 Series; PMS 6520/001 A-1)	10	
<b>TOTAL AREA VIII</b>	<b>70</b>	
<b>GRAND TOTAL</b>	<b>580</b>	



## Patron Survey

This general mess is participating in a food service review to be recognized as a Five-Star Dining Facility. We need you to tell us how they are doing. Please take a few moments to complete this questionnaire. Place a check mark in the appropriate box for each question that best reflects your feelings about your experience with this general mess.

When you complete this questionnaire, please give it to a member of the Food Service Review Team. **Do Not Give it to a Member of the General Mess.**

Thank You for your support.

	Out- standing	Very Good	Good	Fair	Poor
<b>Quality of Food</b>					
Appearance					
Temperature					
Taste					
<b>Cleanliness</b>					
Dining Area					
Serving Line					
Your Table					
Utensils					
Staff Appearance					
Restrooms					
<b>Service</b>					
Speed of Service					
Staff Courtesy					
<b>Facility</b>					
Atmosphere					
Dining Room Temp					
<b>Overall Experience</b>					

\*\*\*\*\*MORE QUESTIONS ON THE NEXT PAGE\*\*\*\*\*

***(For the following questions, Circle Yes or No)***

1. Have you ever placed a comment or suggestion in the suggestion box?

Yes

No

2. If yes, providing that you included your name and address, did you get a response?

Yes

No



Additional Comments:

***Thank You for Your Time***



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### INVENTORY VALIDITY WORKSHEET

**DO A 25 LINE ITEM VALIDITY CHECK (10 DRY, 10 FROZEN, 5 CHILL)**

	FIC and Nomenclature	Inv Count  A	Unposted Issues  B	Unposted Receipts  C	Total  (A+B-C)=D	Subsistence Ledger Balance (COHB) E	Diff  (E-D)=F	NS335 Total Exp *  G	95% Validity  (G-F/G)=H	
									YES	NO
1										
2										
3										
4										
5										
6										
7										
8										
9										
10										
11										
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25										

\*Issues to General Mess Only



## APPLICATION FOR HOSPITAL FIVE-STAR ACCREDITATION

**Nutrition Management Department:** \_\_\_\_\_

Supply Officer: \_\_\_\_\_

Phone Number: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Food Service Officer: \_\_\_\_\_

Phone Number: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Fax: \_\_\_\_\_

**Sponsor:** \_\_\_\_\_ Bureau of Medicine and Surgery

Point of Contact: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax: \_\_\_\_\_

3-Star Assessment Conducted By: \_\_\_\_\_ on \_\_\_\_\_

Request for 5-Star Assessment Submitted to NAVSUP on: \_\_\_\_\_

### RATING SCALE

454-553	3-STAR RATING	☆☆☆
554-603	4-STAR RATING	☆☆☆☆
604-633	5-STAR RATING	☆☆☆☆☆

**TOTAL POINTS ASSIGNED TO THIS GENERAL MESS:**

### FOR NAVSUP USE ONLY:

Date Application Received: \_\_\_\_\_

NAVSUPINST 5061.2AH  
22 August 2000

**AREA I: ADMINISTRATION - FINANCIAL RECORDS AND  
RETURNS REVIEW**

**MAX  
POINTS**      **ASSIGNED  
POINTS**

<b>NAVSUP 335</b>		
1. Surveys (DD200) are properly posted to all NS 335's on the day the survey was approved. (NAVSUP P-486 Vol. 1, 6001.9)	2	
2. General Mess issues are properly posted to NS 335s daily. (NAVSUP P-486 Vol. 1, 6102)	2	
<b>NAVMED 10110/3 (NAVSUP 338)</b>		
3. Department head reviews NAVMED 10110/3 (NS 338) weekly to ensure proper financial control of the mess and the operation is within the established monetary allowance. (NAVSUP P-486 Vol. 1, 6103.3a(1)-(3))	2	
4. NAVMED 10110/3 (NS 338) was properly prepared and posted on a daily basis. (NAVSUP P-486 Vol. 1, 6102, 6103.1)	2	
5. Commanding officer has designated in writing a cashier(s) to receive payment for the sale of meals. (NAVMED P-5020)	2	
6. All cash collected from sales are deposited with the collection agent daily and at the end of each meal.	2	
<b>NAVSUP 1282</b>		
7. Appropriate signatures were annotated on all NS 1282's. (NAVSUP P-486 Vol.1, 6101.1)	2	
8. Original issue documents are kept on file.	2	
9. Post-daily issue documents are kept in the accountability file for the current, plus 12 months. (NAVSUP P-486 Vol. 1, Appendix A)	2	
10. All issues are properly posted to all subsistence ledgers on the day of consumption (posted to Nutrition Management Information Systems (NMIS), if applicable).	2	
11. All items on the issue documents are required to prepare the meal. (NAVSUP P-486 Vol. 1, 6101.5)	2	
12. Unprepared food items left over at the end of the day (intended for use that day) are returned to the storeroom on the same day. (NAVSUP P-486 Vol. 1, 6101.3)	2	
13. Quantities issued are not in excess of requirements. (NAVSUP P-486 Vol. 1, 6101.5)	2	
14. Issue documents are price extended at last receipt price. (NAVSUP P-486, Vol. 1, 6101.4)	2	

R)

AREA I: ADMINISTRATION - FINANCIAL RECORDS AND RETURNS REVIEW (CONT'D)	MAX POINTS	ASSIGNED POINTS
15. First-in/first-out principle is being used for stock rotation except when recent receipts of stocks have older dates of pack than on-hand stock or visible deterioration is present. (NAVSUP P-486, Vol. 1, 5204)	5	
16. Conduct a 25-item inventory validity spot-check. (The Inventory Worksheet can be found after the Patron Survey.)	30	
<b>NAVMED 10110/3</b> 17. Average meal day cost is within 10 percent of the BDFA and supplemental allowances (if applicable).	2	
18. Department head or designated other reviews/initials the Meal Day Spreadsheet on a weekly basis to ensure proper financial control.	2	
19. Data is posted to the Meal Day Spreadsheet within 72 hours (except weekends and holidays).	2	
20. The NAVMED 10110/2 Monthly Report is properly prepared with all signatures obtained.	2	
21. The NAVMED 10110/2 Monthly Report is prepared in an original with copies and distributed as follows: a. Signed original retained in department; b. Copy 1 forwarded to BUMED Assistant Specialty Advisor; c. Copy 2 forwarded with appropriate documents to DOD Finance Center, San Diego; d. Copy of page 2 forwarded to NAVSUP-121H1.	8	
22. Patient counts and supplemental counts were done correctly.	2	
23. The only subsistence items issued to outpatients for consumption at home are special nutritional solutions (i.e., Ensure) and are at no cost to the patient and the patient meets the eligibility requirements. (Dispensing Nutritional Solutions to Outpatients SOP)	2	
<b>FOOD SERVICE MANAGEMENT (FSM)/NUTRITION MANAGEMENT INFORMATION SYSTEMS (NMIS)</b> 24. Proper standards of procedure are in department policy and procedures manual covering functions and responsibilities.	5	
25. FSM/NMIS users other than the department head do not have access to the security module and hardware configuration function. (NAVSUP P-486, Vol. 1, Appendix A, Section I)	5	

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**AREA I: ADMINISTRATION - FINANCIAL RECORDS AND RETURNS REVIEW (CONT'D)**

	MAX POINTS	ASSIGNED POINTS
26. System back-ups are properly performed daily, properly secured and system administrator messages are monitored by Nutrition Management Department (NMD) or Management Information Department (MID).	5	
27. Issues and receipts are properly posted to FSM/NMIS in a timely manner.	5	
<b>TOTAL AREA I</b>	<b>103</b>	

**AREA II: MENU PLANNING, PREPARATION, ACCEPT-ABILITY AND CONSERVATION**

1. Copy of the General Mess Menu or a menu board is posted at the beginning of each serving line and reflects actual items being served (includes approved local recipe items). (NAVSUP P-486, VOL 1, 3201.1a, 3002)	10	
2. The department has an ongoing program to foster superior consumer relations. Department has established procedures for handling complaints concerning meals or service that ensure prompt resolution and implement measures to prevent recurrence. Activities may establish a consumer group (Menu Review Board) to improve and sustain patron satisfaction. (BUMED 10110.2)	10	
3. The cycle menus are approved by an registered dietitian. (Joint Commission on Accreditation of Hospital Organizations)	10	
4. The Nutrition Management Department Head or designated representative makes menu changes when unforeseen circumstances arise where it is necessary to provide substitutes for food items not in stock or to permit timely use of perishable foods.	10	
5. Meat block and frequency chart(s) are developed and used as the basis for planning each cycle menu. (NAVSUP P-421, 5104.4, 5105.2)	5	
6. Standard and locally approved recipes are properly converted and effectively used in food preparation. Local recipes are properly developed and approved by the department head. (NAVSUP P-486, Vol. 1, 3100)	10	
7. Standard volume measuring devices and scales are on hand. They are used accurately and effectively in food preparation. (NAVSUP P-421, 5117.1)	10	

**AREA II: MENU PLANNING, PREPARATION, ACCEPT-  
ABILITY AND CONSERVATION (CONT'D)**

	MAX POINTS	ASSIGNED POINTS
8. Appropriate food preparation thermometers are on hand. They are used accurately and effectively in food preparation. (NAVSUP P-421, 5118)	10	
9. Number of personnel to be fed is accurately estimated. (NAVSUP P-486, Vol. 1, 3101.1)	10	
10. During meal service, serving lines and salad bars are promptly cleaned. (NAVSUP P-421, 7003.5)	10	
11. All food placed on the serving line is kept covered until served to prevent drying and shriveling. (NAVSUP P-421, 7001.1)	10	
12. Food items are attractively and properly displayed on the serving line. (NAVSUP P-421, 7003)	10	
13. Proper serving temperatures are maintained for hot and cold foods. (NAVMED P-5010)	10	
14. Equipment and utensils are properly air dried, handled and stored after being used.	10	
15. Food Preparation Worksheet (NAVSUP 1090) is being effectively used as a management tool and is properly filled out.	10	
<b>INPATIENT MEAL SERVICE</b>		
16. Food and nutrient products are distributed and administered in a safe, accurate, timely and acceptable manner to in-patients.	10	
17. The department has a functioning process for providing food and nutrient products when diets or diet schedules are altered. Tray-line team leaders coordinate meal service schedules, late tray policies and between-meal feeding procedures with Nursing Service.	10	
18. Food is attractively arranged on plates and garnished in a manner compatible with the food items selected by the patient and/or diet type.	10	
<b>TOTAL AREA II</b>	<b>175</b>	

**AREA III: FOOD**

1. Entrees with 15 grams of fat or less are available and identified at lunch and dinner.	2	
2. A non-fried entrée or an entrée without sauce is offered as an alternative choice when a deep fat fried or sauced entrée is served.	2	
3. A hot vegetable is provided without added fat.	2	

AREA III: FOOD (CONT'D)	MAX POINTS	ASSIGNED POINTS
4. Health promotion items are on display in the dining room, such as posters promoting the food guide pyramid or 5-a-day posters.	2	
5. Nutrient information (calories, sodium, fat, cholesterol, carbohydrates) content are posted or available upon request.	5	
6. Each of the five food groups shown in the lower section of the food guide pyramid are represented in each day's menu.	10	
7. Guidelines for choosing a nutritious reduced fat breakfast with 10 grams of fat or less are posted and appropriate foods available.	2	
8. The following items are available: a. Reduced or low calorie dressing. b. Low fat milk. c. Fruit. d. Eggs prepared without fat. e. Salad bar vegetables without added fat.	10	
9. Alternatives to high sodium entrees are available.	5	
10. Maximum use is made of the salad bar.	5	
11. Dessert bar compliments the meal.	5	
12. Combinations are acceptable to most people.	5	
13. Menu items are not repetitious.	5	
14. Theme meals/special meals/monotony breakers are scheduled.	10	
15. Innovation is used.	5	
16. The following characteristics are considered: color, texture, flavor and shape.	10	
<b>TOTAL AREA III</b>	<b>85</b>	
<b>AREA IV: CUSTOMER FEEDBACK</b>		
1. Menu Sampling Evaluation Team will sample the meal and pass out 25 patron survey forms to a cross section of personnel. USE THE PATRON SURVEY ATTACHED TO THIS SCORE SHEET.	25	
<b>TOTAL AREA IV</b>	<b>25</b>	
<b>AREA V: MANAGEMENT REVIEW FACILITY/GENERAL</b>		
1. All levels of supervisory management thoroughly understand all phases of food service operations for which they are responsible. (NAVSUP P-486, Vol. 1, CH-1)	15	

**AREA V: MANAGEMENT REVIEW FACILITY/GENERAL  
(CONT'D)**

	MAX POINTS	ASSIGNED POINTS
2. All Mess Management Specialists have read Navy Food Service Publication 476. (NAVSUP P-486, Vol.1, 3003.2)	10	
3. Professionalism of personnel indicates pride in their work. (NAVSUP P-486, Vol. 1, 3200, 3201)	10	
4. Required food service publications are current and up-to-date. (NAVSUP P-421, CH1-8)	10	
5. Command/Food Service Division program is in effect to recognize outstanding personnel. (NAVSUP P-486, Vol. 1, 1104.4f)	10	
<b>TOTAL AREA V</b>	<b>55</b>	

**AREA VI: ADMINISTRATION REVIEW TRAINING**

1. Mess Management Specialist Training curriculum (Lesson Plans) is being effectively used. (NAVSUP P-421, 8005.1)	5	
2. All food service personnel have received a minimum of 4 hours initial and 4 hours refresher food sanitation training. Food service training certificates are current for all personnel. (NAVMED P-5010, Chapter 1, 2-1.2.2.B)	10	
3. Individual training records are maintained for all personnel in the food service division and consist of: a. Record of physical exam. b. Food handlers training certificate.	10	
<b>TOTAL AREA VI</b>	<b>25</b>	

**AREA VII: SANITATION NAVSUP P-421, 8005.5  
NAVMED P-5010, CHAPTER 1**

1. All refrigerated storage spaces are maintained at the following temperatures and have a relative humidity from 85 to 90 percent. a. Freezers 0 degrees F or below. b. Refrigeration 32-41 degrees F. (NAVMED P-5010, Chapter 1, 3-4.2)	10	
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**AREA VII: SANITATION (CONT'D)**

**NAVSUP P-421, 8005.5 NAVMED P-5010, CHAPTER 1**

		MAX POINTS	ASSIGNED POINTS
	2. Potentially hazardous foods are protected from contamination and meet time and temperature requirements as follows: a. Food items are labeled with time and date prepared and discard date.	5	
R)	b. Elapsed time in which food was held between 41-140 degrees F does not exceed 4 hours.	5	
R)	c. Leftover foods are not being retained longer than 24 hours when properly chilled at 41 degrees F or below or 5 hours when maintained hot. (NAVMED P-5010, CH-1, 3-5.3)	5	
	3. Refrigerated storage spaces are properly constructed, installed and cleaned. Frost or glaze ice is not allowed to accumulate more than ¼ inch thickness on the interior surfaces or on the refrigeration coils.	5	
	4. Temperatures of all bulk cold storage spaces are logged at least twice daily. (NAVMED P-5010, CH-1, 3-4.2(6))	5	
	5. Thermometers or air measuring devices are readily observable and easily readable.	5	
	6. All serving lines and food/salad bars and soup pot (set up for self-service) are equipped with a functional sneeze-shield. (NAVMED P-5010, CH-1, 3-5.10)	5	
R)	7. Automatic dishwashing machines meet NSF standards or equivalent and are properly cleaned, maintained and operated at proper temperatures with approved dishwashing and sanitizing agents. a. Wash - 150 degrees F. b. Rinse 160-180 degrees F. c. Final rinse 180-194 degrees F. (NAVMED P-5010, CH-1, 4-2.14, 4-2.16)	10	
R)	8. Manual dishwashing is per correct procedures and in properly designated three compartment sinks. a. Wash - not less than 110 degrees F. b. Rinse 120-140 degrees F. c. Final rinse 171 degrees for 30 seconds or 1 minute in approved sanitizing solution.	10	
	9. Food service personnel are physically clean, wearing clean garments, practicing good personal hygiene and proper food handling procedures.	5	

**AREA VII: SANITATION (CONT'D)**

**NAVSUP P-421, 8005.5 NAVMED P-5010, CHAPTER 1**

	MAX POINTS	ASSIGNED POINTS
10. Signs instructing personnel to wash their hands with soap and potable water before assuming duty and always after visiting toilet facilities are posted conspicuously in food service and toilet facilities.	5	
11. Food service facility is adequately protected under the supervision of trained and certified pest control personnel.	5	
12. The entire facility and surrounding premises used in connection with food service operations are kept neat, clean and free of litter, refuse and garbage.	5	
13. Ventilation hoods and grease filters are cleaned of dirt and grease as often as necessary (no less than weekly) to avoid danger of fire. Filters that can't be adequately cleaned are replaced.	10	
<b>TOTAL AREA VII</b>	<b>95</b>	

**AREA VIII: SAFETY**

1. Preventive maintenance on fire safety equipment (CO2/PKP bottles) was in periodicity. (OPNAVINST 4790.4 series/NSTM 555)	10	
2. Personnel are aware of and educated in the proper emergency procedures and use of emergency devices. (NAVSUP P-421, Chapter 3)	10	
3. Heat Stress Program is in effect with the appropriate instructions, logs, forms and reports being maintained and adhered to. (OPNAVINST 5100.19C, section B-2)	10	
4. Emergency lighting (provided by relay operated lanterns) for exits and above the inside door of the general mess spaces, refrigerated and dry provisions storerooms are installed and in good order. (Gen Specs 638E, para 50/NFPA Regs)	10	
5. Chill and freeze storerooms are configured with the capability for emergency escape and emergency escape procedures are posted inside. (Gen Specs 638E, para 50/NFPA Regs)	10	
6. A fixed fire extinguishing system is provided over deep fat fryers. A remote activating station for installed fire fighting system is clearly labeled and is located at the exit to the door away from the equipment. (Gen Specs 555F, para 60/NSTM 555/NFPA Regs/S9555-AR-MMO-010)	10	

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AREA VIII: SAFETY (CONT'D)	MAX POINTS	ASSIGNED POINTS
7. Hydrostatic testing of steam-jacketed kettles and high compression steam cookers are completed in accordance with maintenance schedule. (NAVSEA Tech. Man. 340.62 OPNAVINST11010.16 Series; PMS 6520/001 A-1)	10	
TOTAL AREA VIII	70	
GRAND TOTAL	633	



## ***Patron Survey***

This Nutrition Management Department is participating in a food service review to be recognized as a Five-Star Dining Facility. We need you to tell us how they are doing. Please take a few moments to complete this questionnaire. Place a check mark in the appropriate box for each question that best reflects your feelings about your experience with this Nutrition Management Department.

When you complete this questionnaire, please give it to a member of the **Food Service Review Team**. ***Do Not Give it to a Member of the Nutrition Management Department.***

Thank You for your support.

<b>Quality of Food</b>	Out-standing	Very Good	Good	Fair	Poor
Appearance					
Temperature					
Taste					
<b>Cleanliness</b>					
Dining Area					
Serving Line					
Your Table					
Utensils					
Staff Appearance					
Restrooms					
<b>Service</b>					
Speed of Service					
Staff Courtesy					
<b>Facility</b>					
Atmosphere					
Dining Room Temp					
<b>Overall Experience</b>					

\*\*\*\*\*MORE QUESTIONS ON THE NEXT PAGE\*\*\*\*\*

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***(For the following questions, Circle Yes or No)***

1. Have you ever placed a comment or suggestion in the suggestion box?

Yes

No

2. If yes, providing that you included your name and address, did you get a response?

Yes

No



Additional Comments:

***Thank You for Your Time***

**INVENTORY VALIDITY WORKSHEET**

**DO A 25 LINE ITEM VALIDITY CHECK (10 DRY, 10 FROZEN, 5 CHILL)**

	FIC AND NOMENCLATURE	INV COUNT  A	Unposted Issues  B	Unposted	Total  (A+B-C)=D	NMIS BALANCE (AUTO)  E	DIFF  (E-D)=F	NMIS TOTAL EXP  G	95% VALIDITY	
				Receipts					(G-F/G)=H	
				C					YES	NO
1										
2										
3										
4										
5										
6										
7										
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**AFLOAT FINALIST REVIEW STANDARD**

**General Mess:** \_\_\_\_\_

**Supply Officer:** \_\_\_\_\_

Phone Number: \_\_\_\_\_ E-Mail: \_\_\_\_\_

**Food Service Officer:** \_\_\_\_\_

Phone Number: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Fax: \_\_\_\_\_

**Sponsoring Fleet Commander:** \_\_\_\_\_

Point of Contact: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Fax: \_\_\_\_\_

***TOTAL POSSIBLE POINTS IS 455***

**SCORE ASSIGNED AS A RESULT OF THIS REVIEW IS:**

**AREA I: MENU PLANNING, PREPARATION, ACCEPT-  
ABILITY, CONSERVATION AND FOOD**

**MAX  
POINTS**

**ASSIGNED  
POINTS**

	1. Copy of the General Mess Menu or a menu board was posted at the beginning of each serving line and reflected actual items being served (includes approved local recipe items). (NAVSUP P-486, VOL 1, 3201.1a, 3002)	10	
	2. A Menu Planning/Menu Review Board is established and effectively used as a management tool to reflect the crew's preference (includes approved local recipe items). (NAVSUP P-421, 5104.5)	10	
A)	3. A Menu Review has been conducted by a dietitian from NAVSUP, BUMED or an individual command within 12 months and a score of 90 or better was obtained.	5	
R)	4. Complete set of Armed Forces Recipe Cards (includes approved local recipes) with changes is current and on hand. (NAVSUP P-486, Vol. 1, 3002)	5	
	5. Food Service Officer has permission from the commanding officer to make menu changes and maintains a file of changes. (NAVSUP P-486, VOL 1, 1113.2a, 2000.1)	5	
	6. Meat block and frequency chart(s) were developed and used as the basis for planning each cycle menu. (NAVSUP P-421, 5104.4, 5105.2)	5	
	7. Standard volume measuring devices and scales are on hand, accurate and used effectively in food preparation. (NAVSUP P-421, 5117.1)	10	
	8. Appropriate food preparation thermometers are on hand, accurate and used effectively in food preparation. (NAVSUP P-421, 5118)	10	
	9. A designated meal sampler as assigned by the commanding officer samples each meal served in the general mess. (NAVSUP P-486, Vol. 1, 1100.1)	10	
	10. During meal service, serving lines and salad bars are promptly cleaned. (NAVSUP P-421, 7003.5)	10	
	11. All food placed on the serving line is kept covered until served to prevent drying and shriveling. (NAVSUP P-421, 7001.1 )	10	
	12. Food items are attractively and properly displayed on the serving line. (NAVSUP P-421, 7003)	10	
	13. Proper serving temperatures are maintained for hot and cold foods. (NAVMED P-5010, 1-39)	10	



AREA I: MENU PLANNING, PREPARATION, ACCEPT- ABILITY, CONSERVATION AND FOOD (CONT'D)	MAX POINTS	ASSIGNED POINTS
14. Potentially hazardous foods are protected from contamination and meet time and temperature requirements: a. Food items are labeled with time and date prepared and discard date. b. Leftover foods are not being retained longer than 24 hours when properly chilled at 41 degrees F or below or 5 hours when maintained hot. c. Elapsed time in which food was held between 41-140 degrees F does not exceed 4 hours. (NAVMED P-5010, Chapter 1, 3-5)	10	
15. NAVSUP 1090's are retained for a minimum of 12 months afloat and ashore. (NAVSUP P-486, Vol. 1, Appendix A, Section 11.1c)	10	
16. Food Preparation Worksheet (NAVSUP 1090), is being effectively used as a management tool and is properly filled out.	10	
17. Each meal offers a healthy Navy entrée, vegetable, starch and dessert. Healthy menu options are available to meet nutritional standards and CNO goals. <i>(Assign two points for each sub-item, maximum total score is 20points)</i>	20	
a. A Healthy Navy Entrée will be offered as an alternative, when deep-fried entrée or entrée containing >15g fat is offered.		
b. A hot vegetable prepared without added fat is offered at lunch and dinner.		
c. Fat free/low fat dressings are offered.		
d. Low fat/low calorie dessert options are available.		
e. At breakfast, reduced cholesterol eggs are available and are prepared without additional fat.		
f. A starch without added fat is offered at lunch and dinner.		
g. Salad bar includes a tossed green salad.		
h. Whole grain breads are offered at every meal.		
i. Fruit is offered at every meal.		
j. At breakfast assorted lower fat breads and muffins are offered as an alternate to pastries.		
18. Fish and poultry are integrated throughout the menu cycle. (NAVSUP P-486, Vol. 1, 3005.4c, (1) (2))	10	

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**AREA I: MENU PLANNING, PREPARATION, ACCEPT-  
ABILITY, CONSERVATION AND FOOD (CONT'D)**

		MAX POINTS	ASSIGNED POINTS
R)	19. Menu avoids reliance on snack foods as a starch (e.g., potato chips). (NAVSUP P-486, Vol. 1, 3005.3n)	5	
A)	20. Food Service Managers are aware of advanced foods and have incorporated advanced foods into their menus where it makes sense.	5	
	21. When serving a high sodium item, a lower sodium item is offered. (NAVSUP P-486, Vol. 1, 3005.4.i. (3))	10	
	22. Seasonal fruits and vegetables are incorporated when practical. (NAVSUP P-486, Vol 1, 3005.4f, NAVSUP P-421, 5105.5)	10	
	23. Menu items are not over scheduled. (NAVSUP P-421, 5104.5, NAVSUP P-486 Vol.1, 3005.3)	10	
	24. Effective use is made of the variety in the AFRS. (NAVSUP P-486, Vol. 1, 3002, NAVSUP P-421, 5102.2)	10	
	25. The following characteristics were considered: color, texture, flavor and shape. (NAVSUP P-486, Vol.1, 3005.3)	10	
	26. Brand names are not used. (NAVSUP P-486, Vol 1, 3005.5a)	5	
<b>TOTAL AREA I</b>		<b>235</b>	

**AREA II: CUSTOMER FEEDBACK**

1. Menu Sampling, evaluation team will sample the meal and pass out 25 patron survey forms to a cross section of personnel. USE THE PATRON SURVEY ATTACHED TO THIS SCORE SHEET.	25	
<b>TOTAL AREA II</b>	<b>25</b>	

**AREA III: MANAGEMENT REVIEW FACILITY/GENERAL**

1. All Mess Management Specialists have read Navy Food Service Publication P-476. (NAVSUP P-486, Vol.1, 3003.2)	10	
2. Contingencies are established to facilitate meeting commitments during unique operational periods. (NAVSUP P-486, Vol. 1, 3300, 3301)	10	
3. Required Food Service Publications are current and up-to-date. (NAVSUP P-476)	10	

<b>AREA III: MANAGEMENT REVIEW FACILITY/GENERAL</b>	<b>MAX POINTS</b>	<b>ASSIGNED POINTS</b>
4. Command/Food Service Division program is in effect to recognize outstanding personnel. (NAVSUP P-486, Vol. 1, 1104.4f)	10	
<b>TOTAL AREA III</b>	<b>40</b>	
<b>AREA IV: SANITATION (NAVMED P-5010, Chapter 1)</b>		
1. All refrigerated storage spaces are maintained at the following temperatures and have a relative humidity from 85 to 90 percent. a. Freezers 0 degrees F or below. b. Refrigeration 32-41 degrees F. (NAVMED P-5010, Chapter 1, 3-4.2)	10	
2. Refrigerated storage spaces are properly constructed, installed and cleaned. Frost or glaze ice is not allowed to accumulate more than ¼ inch thickness on the interior surfaces or on the refrigeration coils. (NAVMED P-5010, Chapter 1, 3-4.2 (4))	10	
3. Temperatures of all bulk cold storage spaces are logged at least twice daily. (NAVMED P-5010, Chapter 1, 3-4.2(6))	10	
4. Thermometers or air measuring devices are readily observable and easily readable.	10	
5. All serving lines and food/salad bars and soup pot (set up for self-service) are equipped with a functional sneeze-shield. (NAVMED P-5010, Chapter 1, 3-5.10)	10	
6. Signs instructing personnel to wash their hands with soap and potable water before assuming duty and always after visiting toilet facilities are posted conspicuously in food service and toilet facilities.	10	
7. Food service personnel are physically clean, wearing clean garments, practicing good personal hygiene and proper food handling procedures.	10	
8. All food service personnel have received a minimum of 4 hours initial and 4 hours refresher food sanitation training. Food service training certificates are current for all personnel. (NAVMED P-5010, Chapter 1, 2-1.2.2.B)	10	
<b>TOTAL AREA IV</b>	<b>80</b>	

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AREA V: EQUIPMENT	MAX POINTS	ASSIGNED POINTS
1. A preventive maintenance program for food service equipment is active, effective and monitored by food service personnel. (OPNAVINST 4790.4 series)	15	
<b>TOTAL AREA V</b>	<b>15</b>	
<b>AREA VI: SAFETY</b>		
1. Preventative maintenance on fire safety equipment (CO2/PKP bottles) is in periodicity. (OPNAVINST 4790.4 series/NSTM 555)	10	
2. Personnel are aware of and educated in the proper emergency procedures and use of emergency devices. (NAVSUP P-421, Chapter 3)	10	
3. Heat Stress Program is in effect with the appropriate instructions, logs, forms and reports being maintained and adhered to. (OPNAVINST 5100.19C, Section B-2)	10	
4. Emergency lighting (provided by relay operated lanterns) for exits and above the inside door of the general mess spaces, refrigerated and dry provisions storerooms are installed and in good order. (Gen Specs 638E, para 50/NFPA Regs)	10	
5. A remote fire extinguishing system is provided over deep fat fryers and a remote activating station for installed fire fighting system is clearly labeled and is located at the exit to the door away from the equipment. (Gen Specs 555F, para 60/NSTM 555/NFPA Regs para 9555-AR-MM0-010)	10	
6. Chill and freeze storerooms are configured with the capability for emergency escape and emergency escape procedures are posted inside. (Gen Specs 638E, para 50/NFPA Regs)	10	
<b>TOTAL AREA VI</b>	<b>60</b>	
<b>GRAND TOTAL</b>	<b>455</b>	



## Patron Survey

Please take a few moments to complete this questionnaire. Place a check mark in the appropriate box for each question that best reflects your feelings about your experience with this General Mess.

When you complete this questionnaire, please give it to a member of the Ney Food Service Review Team. **Do Not Give it to a Member of the General Mess.**

Thank You for your support.

	Out-standing	Very Good	Good	Fair	Poor
<b>Quality of Food</b>					
Appearance					
Temperature					
Taste					
<b>Cleanliness</b>					
Dining Area					
Serving Line					
Your Table					
Utensils					
Staff Appearance					
Restrooms					
<b>Service</b>					
Speed of Service					
Staff Courtesy					
<b>Facility</b>					
Atmosphere					
Dining Room Temp					
<b>Overall Experience</b>					

\*\*\*\*\*MORE QUESTIONS ON THE NEXT PAGE\*\*\*\*\*

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***(For the following questions, Circle Yes or No)***

1. Have you ever placed a comment or suggestion in the suggestion box?

Yes

No

2. If yes, providing that you included your name and address, did you get a response?

Yes

No



Additional Comments:

***Thank You for Your Time***